

**CENTRE OF STUDIES FOR BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**STUDENT'S SATISFACTION OF CENTRALISED PARKING SYSTEM IN
UITM SHAH ALAM**

**NORHASANAH BT ROMLI
(2011595347)**

**Academic Project submitted in partial fulfilment of the requirements
for the degree of
Bachelor of Building Surveying (Hons)
Centre of Studies for Building Surveying
Faculty of Architecture, Planning & Surveying**

December 2013

**CENTRE OF STUDIES FOR BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**STUDENT'S SATISFACTION OF CENTRALISED PARKING SYSTEM IN
UITM SHAH ALAM**

**"I hereby declare that this academic project is the result of my own research
except for the quotation and summary which have been acknowledged"**

Student's Name : Norhasanah Bt Romli

Signature :

A handwritten signature in black ink, appearing to read 'Norhasanah Bt Romli', with a stylized flourish at the end.

UITM No. : 2011595347

Date : January 27th 2014

**CENTRE OF STUDIES FOR BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**ACADEMIC PROJECT
BSS 608 & BSS 658**

CONFIRMATION OF ACADEMIC PROJECT AMENDMENTS

**This is to confirm that the student has amended his/her
academic project as directed and therefore allowed to compile**


Marks	Grade
66	B

Student's Name : Norhasanah Bt Romli

UITM No. : 2011595347

Title : Student's Satisfaction of Centralised Parking
System In UiTM Shah Alam

Supervisor's Name : Encik Ahmad Sharim Bin Abdullah

Signature : 

Date : January 27th 2014

ABSTRACT

Parking is important to vehicle user in everywhere they are going. For example to public area, school, university and others. There are many types of parking system, and one of them is centralized parking system. Parking is important and should be highlighted by management because without the parking, user cannot park their vehicle at suitable area to go to the place for any dealings. That's why the provision of adequate parking by the management is important to make sure there are enough parking space to the users. Facilities management is responsible in providing adequate parking to facilitate the user. Study was carried out to identify student's satisfaction level toward the centralized parking that provided by the management. The objectives of this study are to study the management of centralized parking system in UiTM Shah Alam, to identify problems of centralized parking system in UiTM Shah Alam, and to recommend the improvement of facilities for satisfaction of user to use the centralized parking. There are three method used to obtain the primary data and the method were done are by distributing the questionnaire to centralized parking users, interview was carried out to the management consist of UiTM Facilities Management, UiTM Police's staff and UiTM Vehicle's staff and by observation with take the photo and write a short note. For secondary data, it was collected with data that have been published and collection of previous researcher. Apart from that, research also carried out on the needs and expectation of the users towards the centralized parking. The finding revealed, the users were still not satisfied with the parking system and facilities provided at the parking. Thus, it clearly shows that management concerned need to undertake measures to improve and develop an integrated plan for the existing centralized parking system.

ACKNOWLEDGEMENT

In the name of Allah, The Most Beneficent and The Most Merciful, and with the blessing of his messenger, The Holy Prophet Muhammad S.A.W, I have completed my dissertation. Here, I would like firstly express my endless appreciation to my parents for without them, I would not have gone this far in completing my dissertation.

Not forget my sincere thanks to my supervisor , Encik Ahmad Sharim Abdullah. The endless guides that have been provided would be much appreciated. He always gives me a support and guide me how to make a dissertation. All of his comments and ideas have a much value.

Also special thanks dedicated to Encik Rasidi Kusairi (UiTM Facilities Unit Staff), Encik Muhammad Khalid (Registrar Assistant, UiTM Vehicle Unit) and Encik Amir Faizullah (UiTM Police Officer) which give a commitment and information about the centralized parking system, facilities provided and other related information.

Realizing that this study is meaningless, without the acknowledgement of The One who made it all possible, once again thanks are into The One and Only God, Allah S.W.T, for a blessed family, friends, colleagues, and giving us the peace of mind, body, and soul throughout the completion of this dissertation.

Thank You.